

Reference No. RKCL/17-18/501

Date: 21<sup>st</sup> July 2017

**Corrigendum to the Revised EoI issued vide Reference number RKCL/16-17/55 dated 20<sup>th</sup> April 2016 for Empanelment of Service Providers to create and Manage RKCL's authorized ITGKs**

With reference to the abovementioned, the following is witnessed as a corrigendum to the EoI issued for empanelment of Service Providers for RKCL:

**1. Service Level Agreement +**

List of revised SLAs given below. This will replace SLAs given in the EOI.

**(a) SLA for Service Provider**

SLA	SLA Monitoring	Breach	Penalty for Breach	Breach of Contract
<b>MIS Reporting to RKCL</b> Reports should be made available to RKCL as per the timelines specified	Quarterly	Any missing report or Anomalies in Reporting or hiding of facts/ misrepresentation	Rs. 1000/- per wrong/missing report subject to a maximum of Rs. 10,000/- per year	3 consecutive instances of breach per year may lead to termination of contract
<b>Field Visits &amp; Inspection</b> At least one visit to each ITGK in every quarter	Quarterly	Number of Visits less than specified	Rs. 500/- per ITGK per visit, subject to a maximum of Rs. 25000/- per year	Three instances of breach may lead to termination of contract.
This will be exempted for new ITGKs for first quarter.				

**(b) SLA for ITGK**

SLA	SLA monitoring	Breach	Penalty for Breach	Breach of Contract	Corresponding Penalty on SP
<b>Number of Admissions</b> ITGK must ensure to admit at least 50* (25** in case of Gram Panchayat level ITGKs) learners in each year. Initial year shall be counted from the next month of Final code generation (creation) of ITGK. *Applicable from first Renewal date **Applicable from ITGKs created from May-2017 onwards	Yearly	Less admission than as specified on yearly basis	Rs. 300 Per admission short of 50 (25 in case of Gram Panchayat level ITGKs) for that year	Three consecutive instances of breach may result in termination of ITGK***	Rs. 500 per ITGK subject to a maximum of Rs. 5000
***ITGK can renew authorization by paying a penalty of short admissions. After three such instances ITGK may be terminated.					
<b>RS-CIT result</b> Ensure that for every exam event, at least 50% of the learners or 15% less of average result of that exam event (whichever is lower) of an ITGK appearing for the exam, pass the course.	Exam-wise	Non-compliance of terms mentioned	Rs. 100 per learner subject to a maximum of Rs. 1000	Three consecutive instances of breach may result in termination of ITGK	Rs. 100 per ITGK subject to a maximum of Rs. 5000 per year

+ Service Providers and ITGKs to ensure compliance of roles & responsibilities given in the EOI and Corrigendums issued by RKCL from time to time else RKCL may take suitable action including imposing financial penalty as specified in the EOI, corrigendums, PO/WO or any other instructions as issued from time to time

*MP*

## 2. Roles & Responsibilities of ITGK

These are changes to existing EOI.

- a) The suggested basic minimum infrastructure required for setting up an ITGK shall not be shared with any other ITGK for running RKCL courses and programs.
- b) Biometric machines shall be purchased by ITGK on own cost. RKCL shall integrate biometric machines of popular brands with its software applications and communicate the brand names to ITGKs.
- c) ITGK shall also bear the cost of repairing or annual maintenance (if required) as biometric attendance shall be mandatory for Scheme batches as well as other batches as communicated by RKCL from time to time.
- d) Ensure that the ratio of the Computer to the registered learners in an ITGK is maximum of 1:24 i.e. for every single computer, the ITGK will be allowed to make admissions of only up to 24 learners in a quarter (assuming 12 working hours per day and one computer sharing by two learners), hereinafter referred as 'Intake capacity'.

Any operational guidelines / SLAs additions / updates / deletions done by RKCL from time to time may be communicated through E-mail / addendum / corrigendum to SPs / ITGKs and shall be applicable from the date of communication.

  
**Managing Director**  
**RKCL**

### Enclosures:

- 1) Draft Addendum to be signed between RKCL & SP
- 2) Draft Addendum to be signed between SP & ITGK

**Addendum to RKCL-SP Agreement**

With reference to the Corrigendum no. RKCL/17-18/501 dated 21<sup>st</sup> July 2017 to the Revised EoI issued vide Reference number RKCL/16-17/55 dated 20<sup>th</sup> April 2016 for Empanelment of Service Providers to create and Manage RKCL's authorized ITGKs; the following is witnessed on this \_\_\_th day of July 2017 as an addendum to the RKCL-Service Provider Agreement:

**1. Service Level Agreement +**

List of revised SLAs given below. This will replace SLAs given in the EOI.

**(a) SLA for Service Provider**

SLA	SLA Monitoring	Breach	Penalty for Breach	Breach of Contract
<b>MIS Reporting to RKCL</b> Reports should be made available to RKCL as per the timelines specified	Quarterly	Any missing report or Anomalies in Reporting or hiding of facts/ misrepresentation	Rs. 1000/- per wrong/missing report subject to a maximum of Rs. 10,000/- per year	3 consecutive instances of breach per year may lead to termination of contract
<b>Field Visits &amp; Inspection</b> At least one visit to each ITGK in every quarter	Quarterly	Number of Visits less than specified	Rs. 500/- per ITGK per visit, subject to a maximum of Rs. 25000/- per year	Three instances of breach may lead to termination of contract.
This will be exempted for new ITGKs for first quarter.				

**(b) SLA for ITGK**

SLA	SLA monitoring	Breach	Penalty for Breach	Breach of Contract	Corresponding Penalty on SP
<b>Number of Admissions</b> ITGK must ensure to admit at least 50* (25** in case of Gram Panchayat level ITGKs) learners in each year. Initial year shall be counted from the next month of Final code generation (creation) of ITGK. *Applicable from first Renewal date **Applicable from ITGKs created from May-2017 onwards	Yearly	Less admission than as specified on yearly basis	Rs. 300 Per admission short of 50 (25 in case of Gram Panchayat level ITGKs) for that year	Three consecutive instances of breach may result in termination of ITGK***	Rs. 500 per ITGK subject to a maximum of Rs. 5000
***ITGK can renew authorization by paying a penalty of short admissions. After three such instances ITGK may be terminated.					
<b>RS-CIT result</b> Ensure that for every exam event, at least 50% of the learners or 15% less of average result of that exam event (whichever is lower) of an ITGK appearing for the exam, pass the course.	Exam-event wise	Non-compliance of terms mentioned	Rs. 100 per learner subject to a maximum of Rs. 1000	Three consecutive instances of breach may result in termination of ITGK	Rs. 100 per ITGK subject to a maximum of Rs. 5000 per year

+ Service Providers and ITGKs to ensure compliance of roles & responsibilities given in the EOI and Corrigendums issued by RKCL from time to time else RKCL may take suitable action including imposing financial penalty as specified in the EOI, corrigendums, PO/WO or any other instructions as issued from time to time

## 2. Roles & Responsibilities of ITGK

These are changes to existing EOI as well as Annexures of ITGK agreement.

- a) The basic minimum infrastructure required for setting up an ITGK shall in no case be shared with any other ITGK for running RKCL courses and programs.
- b) Biometric machines shall be purchased by ITGK on own cost. RKCL shall integrate biometric machines of popular brands with its software applications and communicate the brand names to ITGKs.
- c) ITGK shall also bear the cost of repairing or annual maintenance (if required) as biometric attendance shall be mandatory for Scheme batches as well as other batches as communicated by RKCL from time to time.
- d) Ensure that the ratio of the Computer to the registered learners in an ITGK is maximum of 1:24 i.e. for every single computer, the ITGK will be allowed to make admissions of only up to 24 learners in a quarter (assuming 12 working hours per day and one computer sharing by two learners), hereinafter referred as 'Intake capacity'.

Any operational guidelines / SLAs additions / updates / deletions done by RKCL from time to time may be communicated through E-mail / addendum / corrigendum to SPs / ITGKs and shall be applicable from the date of communication.

IN WITNESS WHEREOF the parties hereto have set their respective hands to these presents hereto on the date and year herein above written.

<b>Party of the First Part</b>	For .....
Signature of Authorized Signatory :	
Name of Authorized Signatory :	Click here to enter text.
Designation :	Click here to enter text.
<b>Witness</b>	
Signature of Witness :	
Name of Witness :	Click here to enter text.
Designation :	Click here to enter text.

<b>Party of the Second Part</b>	For .....
Signature of Authorized Signatory :	
Name of Authorized Signatory :	Click here to enter text.
Designation :	Click here to enter text.
<b>Witness</b>	
Signature of Witness :	
Name of Witness :	Click here to enter text.
Designation :	Click here to enter text.

**Addendum to SP-ITGK Agreement**

With reference to the Corrigendum no. RKCL/17-18/501 dated 21<sup>st</sup> July 2017 to the Revised EOI issued vide Reference number RKCL/16-17/55 dated 20<sup>th</sup> April 2016 for Empanelment of Service Providers to create and Manage RKCL's authorized ITGKs; the following is witnessed on this \_\_\_th day of July 2017 as an addendum to the RKCL-Service Provider Agreement:

**1. Service Level Agreement +**

List of revised SLAs given below. This will replace SLAs given in the EOI/Annexure to SP-ITGK agreement:

**(a) SLA for ITGK**

SLA	SLA monitoring	Breach	Penalty for Breach	Breach of Contract	Corresponding Penalty on SP
<b>Number of Admissions</b> ITGK must ensure to admit at least 50* (25** in case of Gram Panchayat level ITGKs) learners in each year. Initial year shall be counted from the next month of Final code generation (creation) of ITGK. *Applicable from first Renewal date **Applicable from ITGKs created from May-2017 onwards	Yearly	Less admission than as specified on yearly basis	Rs. 300 Per admission short of 50 (25 in case of Gram Panchayat level ITGKs) for that year	Three consecutive instances of breach may result in termination of ITGK***	Rs. 500 per ITGK subject to a maximum of Rs. 5000
	***ITGK can renew authorization by paying a penalty of short admissions. After three such instances ITGK may be terminated.				
<b>RS-CIT result</b> Ensure that for every exam event, at least 50% of the learners or 15% less of average result of that exam event (whichever is lower) of an ITGK appearing for the exam, pass the course.	Exam-wise	Non-compliance of terms mentioned	Rs. 100 per learner subject to a maximum of Rs. 1000	Three consecutive instances of breach may result in termination of ITGK	Rs. 100 per ITGK subject to a maximum of Rs. 5000 per year

**2. Roles & Responsibilities of ITGK**

These are changes to existing EOI.

- The basic minimum infrastructure required for setting up an ITGK shall in no case be shared with any other ITGK for running RKCL courses and programs.
- Biometric machines shall be purchased by ITGK on own cost. RKCL shall integrate biometric machines of popular brands with its software applications and communicate the brand names to ITGKs.
- ITGK shall also bear the cost of repairing or annual maintenance (if required) as biometric attendance shall be mandatory for Scheme batches as well as other batches as communicated by RKCL from time to time.
- Ensure that the ratio of the Computer to the registered learners in an ITGK is maximum of 1:24 i.e. for every single computer, the ITGK will be allowed to make admissions of only up to 24 learners in a quarter (assuming 12 working hours per day and one computer sharing by two learners), hereinafter referred as 'Intake capacity'.

Any operational guidelines / SLAs additions / updates / deletions done by RKCL from time to time may be communicated through E-mail / addendum / corrigendum to SPs / ITGKs and shall be applicable from the date of communication.

IN WITNESS WHEREOF the parties hereto have set their respective hands to these presents hereto on the date and year herein above written.

	Party of the First Part	Party of the Second Part
	For .....	For .....
Signature of Authorized Signatory		
Authorized Signatory Name		
Designation		
<b>Witness</b>		
Signature of Witness		
Name of Witness		
Designation		